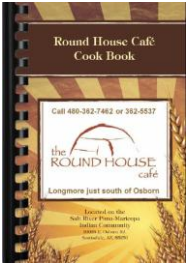




# Round House Café Customer Feedback

Questions, Comments and Answers; Holidays 2014



## **ON SALE NOW: The Round House Café Cookbook!**

**Perfect Gift for the Holidays** – and ALL money goes to benefit the Salt River Community Children's Foundation. "The Round House Café Cookbook" is on sale in the Café for just \$6 each or two for \$10. It includes more than 200 "Recipes of the Week" and bonus recipes, SRPMIC cultural information, and other fun food facts and tips. All Cookbook sales are being donated to the Salt River Community Children's Foundation. [Click here or on the Cookbook](#) for details. See any Café cashier.

**Will we ever have the GIANT Bronto Ribs again? They are so awesome.** As a matter of fact, they will be served on Tuesday Dec 16<sup>th</sup> at the 6<sup>th</sup> Annual Round House Café Customer Appreciation Employee Lunch – along with Pitted Beef, Pulled Pork and Turkey! [Details at this link](#)

**Does the Café sell Gift Certificates to give out as holiday gifts or employee rewards?** YES YOU CAN! Just call the Café at 480-362-5537 or 5538 and they will arrange the printing of your certificates in whatever quantities and denominations you desire. You can pay with credit card or p-card when you place your order. The Café will be offering reloadable "gift cards" very soon, so stay tuned! Happy Holidays from the Round House Café! Besides the Café Cookbook, second best perfect holiday gift! ☺

**Suggestions: for breakfast stay open until 10 am; and/or – what about a breakfast burro or bar once a month for lunch?** We'll take both matters under advisement. The 10 am close time for breakfast presents some logistical challenges; but a "breakfast at lunch" station once in a while sounds great! Stay tuned for further developments, and thanks for the suggestions.

**Not complaining, just curious – why did the cost of a drink drop to \$.98?** You are not alone in noticing recent price discrepancies at our registers, mostly in favor of our customers! We are still working on some minor glitches in our new cash register system from Micros. Most of the errors appear to be the result of differences in the "rounding formulas" between our old system and the new. We appreciate your patience as we work out the bugs!

## **Kudos & Klouts (Customer Comments and/or Suggestions)**

- Round House not my first choice unless I'm in a meeting at the complex – not fan of "cafeteria-style" layout
- Pancakes, especially blueberry, are delicious; all breakfast portions (eggs, bacon) are plentiful and delicious
- Round House is always clean; with all of the customers, it's amazing how clean it stays
- ...and... Microwaves never seem to get cleaned; one had same "spill" stain for three weeks.
- Cooks attitudes are always great – *(several compliments about all of the staff)*
- Please pass on many kudos for David, Cynthia and Tina!
- Love spam and egg burritos; LOVE the Jell-O cake; REALLY LOVE the switch to foam products, especially cups
- Out of bacon on last two visits to the Café for breakfast
- The Taco del Seoul pick your own rice bowls were wonderful
- Near the end of serving periods, there is very little left to choose from; items seem picked over; rush to close by staff
- Don't ever change the tuna fish salad. Perfect.
- Catering has been excellent with some very quality meals...and...there was mold on a roll in our catering...
- We received several compliments on the Café salad bar – "love extras, spinach, sprout, etc."
- Fried mushrooms on "tailgate foods" day were mushy
- Thanks for the pizza on Fridays – any time is fine, pizza is good *(Sometimes we have extra and "run them out" until gone.)*
- The homemade chips are great – please have all the time; sometimes there are none
- Size of my breakfast burritos is inconsistent; some not worth \$4 compared to \$3 from Community Members
- Thanks for mandarin oranges on salad bar – please have all the time!
- Thanks to everybody involved in making Fall Overhaul food service/catering a success. And pitching contest is always fun!
- Eggs seem to be undercooked in my omelets – please have them cooked until done
- Tikka Masala any time! *(We received several comments about how good it is, including request for recipe!)*
- Cook the spam for breakfast just a little longer so it is brown on all sides
- Need more dessert options – cupcakes, upscale brownies
- Offer tacos every day at the grill – have all the ingredients – just make it a "daily" offering
- Add cooked quinoa and/or quinoa tabbouleh to the salad bar *(great idea! Stay tuned!)*
- Wish the Café employees all had nametags. It would be very helpful to call them by name when talking with them.
- Please switch back to regular whipped cream – low fat is terrible *(We will be doing this soon!)*
- Please put the salad cups closer to the dressings
- Could we get hot apple cider brew for break room coffee? *(Yes! It has been delivered. Watch for it soon in Bldgs A-B)*
- How about some BIG cookies *(good idea – stay tuned)*
- Have more healthy grab and go choices – always seem to run out of hummus and vegetables; more fruit/yogurt parfaits
- Could you have NY Eve "ride wristbands" (for SRPMIC celebration) as a contest prize *(Sure! We're taking care of it!)*
- Green beans at the entrée were not hot today
- That cornbread stuffing Ernesto made is very close to the best I've ever had without sausage! *(3 related comments)*
- Great deal (\$5) on turkey lunch; then ruined with \$2 price for pie. Why not \$1 pie for a REAL deal?
- New grill cook (meet Joe Maggio!) seems nice and also seems to know what he's doing. Hope he stays awhile! *(We agree!)*
- You already have everything there – why not offer Tacos every day at the grill? Just need the shells...
- My pudding cup was only like half-full; like a "kid's" portion! *(Thanks for letting us know and sending the photo – we fixed it!)*

## **To submit your feedback...**

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)

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